



County of Los Angeles
COMMUNITY AND SENIOR SERVICES

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Enriching Lives Through Effective and Caring Service



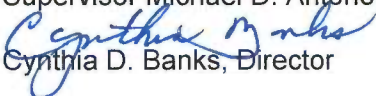
css.lacounty.gov

Cynthia D. Banks
Director

Otto Solorzano
Chief Deputy

September 17, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: 
Cynthia D. Banks, Director

Subject: **REQUEST TO OBTAIN INFORMATION TECHNOLOGY SUPPORT SERVICES
MASTER AGREEMENT (ITSSMA) WORK ORDER FOR APPLICATION SUPPORT**

This is to advise you of my intent to request a new ITSSMA Work Order for application support from the Internal Services Department (ISD). The requested Work Order for application support is anticipated not to exceed \$299,999 under this Master Agreement for a term of one (1) year.

Although the requested Work Order falls below the dollar threshold under ITSSMA guidelines requiring Board notification for Work Orders exceeding \$300,000, at ISD's request, this notification includes a detailed listing of the application support consultants used to date by Community and Senior Services (CSS), totaling \$1,649,996, providing transparency to the Board in matters concerning ITSSMA consultants.

BACKGROUND

Since 2009, CSS has used four (4) ITSSMA consultants to work on the Department's various major technology initiatives. CSS has made it a priority through its Departmental Strategic Plan to integrate state-of-the-art technology into its business operations to promote the expansion of its automation efforts, achieving process efficiencies, and improved customer service. These automation efforts have led to the recent introduction of new database tracking systems, including:

1. **Contracts Management System (CMS)** – CMS is one of the core components in the CSS technology strategy. It is a packaged application which allowed CSS to automate its contracting process, eliminating the manual development of contracts/solicitations/amendments.
2. **Area Agency on Aging Solution (AAA Solution)** – The AAA Solution is another commercial web-based application to support the tracking and reporting of all AAA program services. CSS is currently working on the system conversion with a new vendor. It is for the conversion activities for which CSS is requesting a short-term consultant.

3. **Harmony for Adult Protective Services (HAPS) System** – HAPS is also an off-the-shelf web-based application used by over 200 CSS staff for tracking and reporting APS case management services for elder and disabled residents who are at risk of abuse.
4. **The Gateway** – The Gateway is another component of the CSS technology strategy. It allows electronic access/sharing of contract documents, eliminating the need for e-mails.
5. **CSS Assignment and Response Tracking System (CARTS)** – CARTS is a custom-developed work assignment system that allows CSS management to track employee assignments within predefined timeframes. CSS relies heavily on CARTS for daily oversight of administrative activities within the Department.
6. **My Senior Center** – A Commercial-Off-the-Shelf (COTS) system allowing CSS to track clients and service delivery throughout the Department's senior centers.

As these technology initiatives launched, CSS increasingly faced a shortage of qualified Information Technology (IT) specialists to oversee these projects. As a short-term solution to address the demand for staff without suspending the Department's overall technology strategy, CSS hired ITSSMA consultants to support each application.

The Table below lists the application support Work Orders executed by ISD to date on behalf of CSS. Work Order Amounts are inclusive of all amendments, and the Board was informed of Work Orders exceeding \$300,000, as required under ITSSMA guidelines.

ITSSMA Contractor	Master Agreement No.	Work Order No.	Effective Date	Termination Date	Work Order Amount
West Advanced Technologies, Inc.	DL252	7C-2352	1/27/11	7/31/12	\$299,999
	DL252	7C-2415	11/17/11	11/29/12	\$299,999
	DL252	7C-2292	12/29/09	9/30/13	\$599,999
	DL252	10-2469	10/22/12	9/30/13	\$299,999
	DL252	10-2473	2/12/13	9/30/13	\$150,000
Total					\$1,649,996

TRANSITION ACTIVITIES

Recognizing that ITSSMA is intended as a short-term solution, CSS began to transition various IT initiatives from consultants to in-house staff in 2010, including CSS STATS, development of data interfaces with the California Department of Aging and the Employment Development Department, and data sharing projects with the Department of Public Social Services and other government entities.

In addition, my staff has developed a transition plan to exit from ITSSMA services, and I have been working with the Chief Information Office and the Chief Executive Office to add appropriate IT positions to the Department's budget to support the automation systems for the long-term.

To this end, we are currently recruiting for an Information System Manager I, and plan to request four (4) new support staff in the Fiscal Year 2014-15 Initial Budget Request. The goal is to have the

new positions filled and allow for a brief period for transition/knowledge transfer before this Work Order expires. No further extensions of time or additional money will be requested for this Work Order.

CONSULTANT SERVICES NEEDED

The following are the major Application Support services for the Department's automated data collection and case management systems, which will be delivered through this Work Order:

- For CSS IT business support systems, examine the implemented requirements for each COTS system vs. the systems capabilities and make recommendations to further utilize systems to the maximum benefit of CSS.
- Develop and manage project plans for implementing approved IT recommendations, including risk analysis and movement of the projects through the various County and CSS processes.
- Develop criteria for evaluating measured project(s) success including regular project status reporting to appropriate CSS management.
- Integrate business process re-engineering evaluation options and recommendations into project plans. These options should include integrated current and recommended operational, business, and technical IT support flows.
- Review and make recommendations regarding CSS IT support with recommendations to management of best options and needs to provide technical support moving towards a CSS in-house support model.
- Relay operation and information system re-engineering using written recommendations to management.
- Provide additional guidance during any business reprocessing implementation, to include but not be limited to, training, configuration of system to current business flows, liaison with vendor and CSS personnel, creating training materials/operational guidelines for County staff.
- Provide additional support and technical training to appropriate CSS staff such that, after initial implementation of business and technical system changes they can be supported with in-house CSS staff for on-going operations.
- Provide project management training to various CSS staff using Microsoft Project tools for the entire undertaking, including appropriate clearances and tasks needed to complete the project. The objective being to assist in building knowledgeable in-house CSS staff that can develop, manage, and implement projects for management, policy changes, business operations, implementation of technical or business support integrated systems.
- Conduct system and management audits of existing in-house and contracted business, operational and technical systems, as needed.
- Make recommendations for desktop system requirements, application training, and troubleshooting, as requested.

JUSTIFICATION

The consultant is needed to provide application support for the Department's automated data collection and case management systems, for one (1) year, effective upon award of this Work Order. There are sufficient funds in the Department's Budget for this Work Order.

In accordance with ITSSMA policies and procedures, I am informing your Board of my intention to request ISD to release this Work Order. If no objection is received from your Board within ten (10) business days from the date of this notification, we will ask ISD to proceed with this Work Order.

If you have any questions or need additional information, please let me know.

CDB:hk

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

REVIEWED BY:

for Petals 9/17/13
Richard Sanchez Date
Chief Information Officer